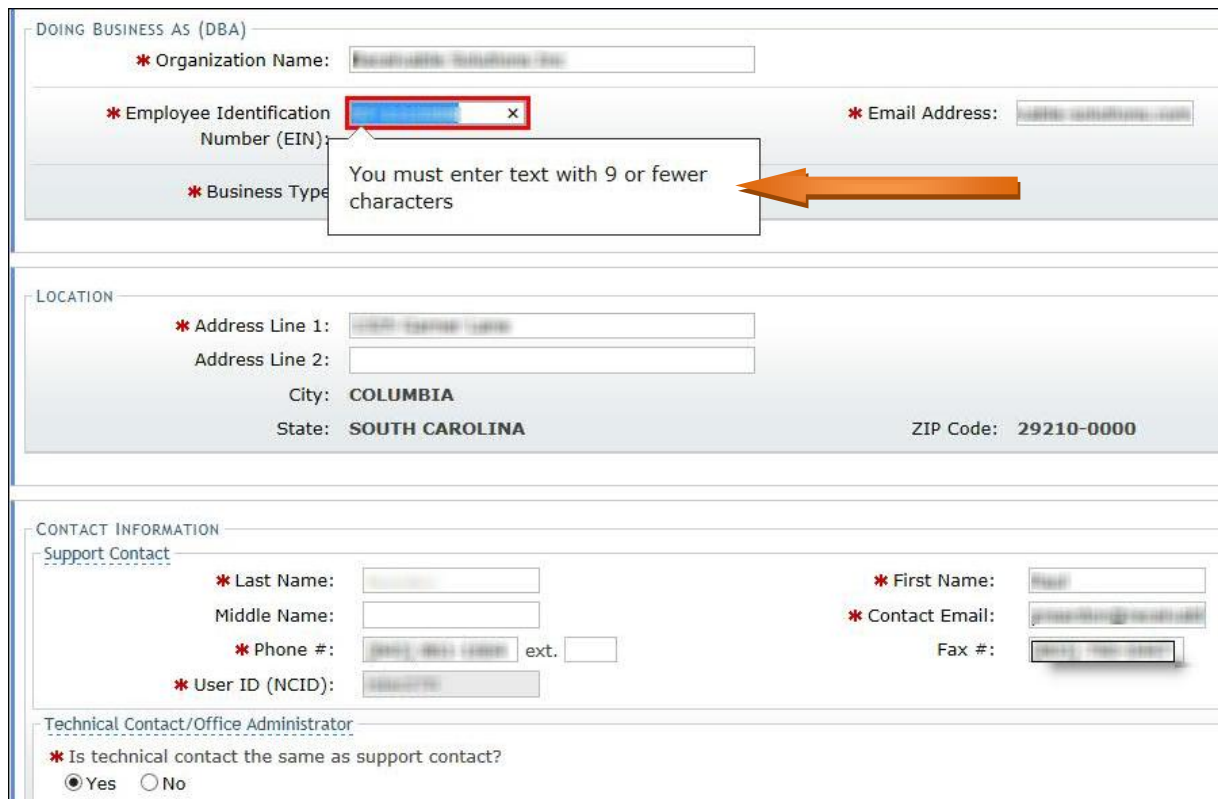


Unable to Enter EIN - Receive the Error Message “Enter 9 or Fewer Characters”**Overview**

If you receive the following error message when entering in the EIN number, you are using a browser that is not supported by NCTracks. Please reference the system requirements page on NCTracks for list of supported browsers.

<https://www.nctracks.nc.gov/content/public/system-requirements.html>



The screenshot displays the NCTracks registration form, which is divided into three main sections: "DOING BUSINESS AS (DBA)", "LOCATION", and "CONTACT INFORMATION".

DOING BUSINESS AS (DBA)

- * Organization Name: [Text Field]
- * Employee Identification Number (EIN): [Text Field] - This field is highlighted with a red box, and a tooltip message states: "You must enter text with 9 or fewer characters". An orange arrow points from this tooltip to the right.
- * Email Address: [Text Field]
- * Business Type: [Text Field]

LOCATION

- * Address Line 1: [Text Field]
- Address Line 2: [Text Field]
- City: COLUMBIA
- State: SOUTH CAROLINA
- ZIP Code: 29210-0000

CONTACT INFORMATION

Support Contact

- * Last Name: [Text Field]
- Middle Name: [Text Field]
- * First Name: [Text Field]
- * Contact Email: [Text Field]
- * Phone #: [Text Field] ext. [Text Field]
- Fax #: [Text Field]
- * User ID (NCID): [Text Field]

Technical Contact/Office Administrator

- * Is technical contact the same as support contact?
☒ Yes ☐ No